

Children's Health Insurance Program

CAHPS Questions

Composite and Questions

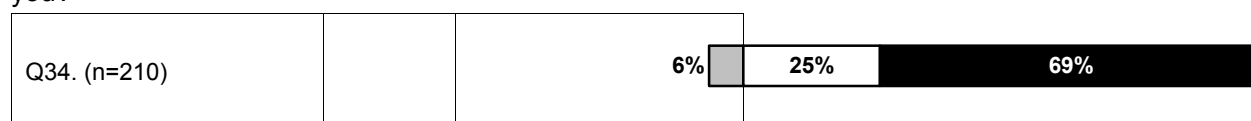
How Well Doctors Communicate

This chart summarizes the responses to survey questions 34, 36, 37, and 40 contained in the composite, "How Well Doctors Communicate." Individual question-level responses immediately follow.

Composite



Q34. "In the last 6 months, how often did your child's doctors or other health providers listen carefully to you?"



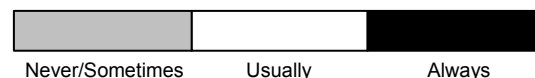
Q36. "In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand?"



Q37. "In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?"



Q40. "In the last 6 months, how often did doctors or other health providers spend enough time with your child?"



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.